



**Erie County**

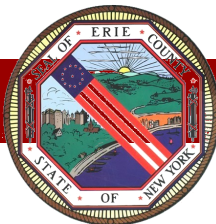
# **Housing Resources DIRECTORY**



**A guide for solving housing related problems.**

*Compiled by the Erie County  
Department of Health*

*April, 2010*





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# **Erie County HOUSING RESOURCES DIRECTORY**

**A Guide of Services for Solving Housing  
Related Issues for Homeowners,  
Rental Property Owners and  
Agencies Serving the Community.**

**1st Edition: April, 2010**

**Erie County  
Department of Health**



**503 Kensington Avenue  
Buffalo, New York 14214  
(716) 961-6800**

**[www.erie.gov/health](http://www.erie.gov/health)**

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## **What is the purpose of this Housing Resource Directory?**

This list of Erie County Housing Resources was designed to assist property owners with elimination or remediation of conditions conducive to lead exposure and other housing related issues. It does so by providing information on the various housing related programs and agencies available in the City of Buffalo and throughout Erie County.

Every effort has been made to ensure that the information provided in this guide is correct and up-to-date. As the user of the guide, we are requesting you contact us with any corrections or changes that should be made. Many of the included programs are based on household income and are time sensitive due to grant funding cycles. To confirm eligibility and to determine if the program is still available, please contact the individual service provider directly.

This directory is also available at our website at [www.erie.gov/health](http://www.erie.gov/health). Should you wish a printed copy, contact our office at 961-6810.

## **Erie County Department of Health Mission Statement**

**“...To protect the public’s health, to prevent premature disease and premature death through the promotion of healthy living and wellness, and to provide a safety net of services for those with limited access to healthcare.”**

*Disclaimer: The Erie County Department of Health does not provide medical advice. The information provided herein and on the Erie County Department of Health website is not intended as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your personal physician or other qualified health provider with any questions you may have regarding a medical condition or issue. Never disregard professional medical advice or delay in seeking it because of the content found on the Erie County Department of Health website or this correspondence.*

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<b>Program Name:</b> 100 Homes...for Lead Safe Kids	
<b>Services Provided:</b> FREE visual assessments of homes for deteriorated lead-based paint hazards.  FREE supplies and materials (interior, exterior, porch/floor/primer paint, plastic drop-cloths, brushes & rollers, etc.) for lead hazard control on eligible units, ONLY to certified individuals.  Clearance examinations* are required upon completion of hazard control activities. *There <i>may</i> be a fee associated with the clearance examination.	
<b>Address:</b>	Family Environmental Health Resources (FEHR) 346 Austin Street Buffalo, NY 14207
<b>Phone Number:</b>	(716) 833-2929 ext. 117
<b>Fax Number:</b>	(716) 833-9292
<b>Email:</b>	mfisher@environmentaleducation.com
<b>Administrative Contact:</b>	Mary Fisher - Grant Manager
<b>Website Address:</b>	www.leadconnections.org
<b>Eligibility:</b> Pre: 1977 homes. Single family or multiple family units. Homes with children 6 years old or younger living in or spending more than six (6) hours a week in a unit. Vacant units that will be rented to families with children. Home owners, landlords or tenants (with permission of property owner) may participate. Homes cited for deteriorated LBP by the Erie County Department of Health and/or the City of Buffalo Inspections Department MAY qualify and are considered on a case-by-case basis. Homes with children with elevate lead levels that do not meet the aforementioned criteria. No proof of income is required.	
<b>Hours:</b>	Monday - Friday (8 am - 5 pm)
<b>Fees:</b>	All aforementioned services are free, with the possible exception of the clearance examination. Clearance fees start at \$150.00 per unit, per visit.
<b>Areas Served:</b>	All of Erie County, focusing on the City of Buffalo proper. Assistance may be provided outside of these areas, on a case-by-case basis.
<b>Length of Program:</b>	Program began October 2008 and ends in April 2010.





<b>Program Name:</b> Lead Hazard Control Program Erie County Department of Health	
<b>Services Provided:</b>	This is an HUD (Housing and Urban Development) funded Grant Program which provides... <ul style="list-style-type: none"><li>• Lead hazard identification and</li><li>• Contracted labor and supplies</li></ul> To remediate and control lead hazards in housing units for low income families with children.
<b>Address:</b>	503 Kensington Avenue Buffalo, NY 14214
<b>Phone Number:</b>	(716) 961-6800
<b>Fax Number:</b>	(716) 961-6880
<b>Email:</b>	
<b>Administrative Contact:</b>	Rebecca Henry, <i>Project Manager</i>
<b>Website Address:</b>	Health Department Website ( <a href="http://www.erie.gov/health">www.erie.gov/health</a> )
<b>Eligibility:</b>	Low income occupied housing unit that has child(ren) under 6 years of age, or a child under 6 years that spends a significant amount of time at the home.
<b>Hours:</b>	Monday - Friday (8am-5pm)
<b>Fees:</b>	Dependent upon Homeowner's Income - may require a small financial contribution
<b>Areas Served:</b>	Entire Erie County
<b>Length of Program:</b>	3 years - present until 01/14/2012



<b>Program Name:</b>	<b>Lead Poisoning Prevention Program</b> Erie County Department of Health
<b>Services Provided:</b>	<p>This program provides inspections of one, two, or three-family homes to identify potential and existing lead hazards. Exterior paint inspections are conducted on all properties, identified by the Erie County Commissioner of Health as an “Area of High Risk” for lead poisoning. Interior inspections, educational visits, and cleaning kits are available per request. Resources and training are available to assist qualifying property owners with identified lead hazards. Voluntary participation is encouraged for families with children under the age of six (6).</p> <p>Presentations are available to community-based organizations, faith-based groups, block clubs, etc. and can be scheduled by contacting (716) 961-6810.</p>
<b>Address:</b>	503 Kensington Avenue Buffalo, NY 14214
<b>Phone Number:</b>	(716) 961-6800
<b>Fax Number:</b>	(716) 961-6880
<b>Email:</b>	
<b>Administrative Contact:</b>	Tom Muscarella, <i>Senior Sanitarian</i>
<b>Website Address:</b>	<a href="http://www.erie.gov/health">www.erie.gov/health</a>
<b>Eligibility:</b>	<p>All property owners in “Areas of High Risk” are REQUIRED to participate.</p> <p>Voluntary participation:</p> <ul style="list-style-type: none"><li>- Living in zip codes 14207, 14208, 14211, 14212, 14213, and 14215</li><li>- 1, 2, or 3 unit homes built before 1978</li><li>- Children living in the home under the age of six (6) or who spend 6 hours a week or more in the home</li></ul>
<b>Hours:</b>	Monday - Friday (8:30 am-4:30 pm)
<b>Fees:</b>	No Fees
<b>Areas Served:</b>	City of Buffalo with focus in Zip Codes 14207, 14208, 14211, 14212, 14213, 14215
<b>Length of Program:</b>	Through 2010



<b>Program Name:</b>	<b>Wipe Out Lead Campaign (Coalition for a Lead Free Community)</b>
<b>Services Provided:</b>	<ul style="list-style-type: none"><li>- Provides FREE USEPA accredited Lead Safe Work Practices Training.</li><li>- Provides lead hazard control information at community outreach events.</li><li>- Maintains a helpline (716-712-5500) for triaging lead hazard control questions between participating agencies.</li></ul>
<b>Address:</b>	712 Main Street Buffalo NY
<b>Phone Number:</b>	(716) 712-5500
<b>Fax Number:</b>	
<b>Email:</b>	mfisher@environmentaleducation.com
<b>Administrative Contact:</b>	Mary M. Fisher-Grant Manager
<b>Website Address:</b>	www.wipeoutlead.com
<b>Eligibility:</b>	
<b>Hours:</b>	Helpline: Monday - Friday (8 am - 5 pm) - Outreach events conducted at various hours, nights and weekends (where applicable)
<b>Fees:</b>	
<b>Areas Served:</b>	Western New York
<b>Length of Program:</b>	Program began January 1, 2008 and ends December 31, 2010



**Program Name:** Lt Col. Matt Urban  
Human Services Center

**Services Provided:** Housing services, Apartment Buildings and Affordable Rentals, Senior Case Management and Transportation, Senior Citizen Arts and Crafts and Recreation Program, Weatherization, Homeless Outreach, Youth and Family Services, Crime Victims Assistance, Food Pantry, Soup Kitchen, G.E.D. and Work Skills Training, HOPE Center, Community Development Programs and Neighborhood Advocacy, and Block Club Assistance

**Address:** 1081 Broadway  
Buffalo, NY 14212

**Phone Number:** (716) 893-7222

**Fax Number:** (716) 893-3279

**Email:** mwesolowski@urbanctr.org

**Administrative Contact:** Marlies Wesolowski

**Website Address:** www.urbanctr.org

**Eligibility:** Varies by program, please contact for more information

**Hours:** Monday - Friday (8:30 am-4:30 pm)

**Fees:** Varies by program

**Areas Served:** East Buffalo

**Length of Program:**



**Program Name:** Neighborhood Housing Services of South Buffalo

**Services Provided:** *Counseling (All counseling services are by appointment only)*

- Credit Counseling for anyone who needs to be pre-qualified for a mortgage or wants to improve and fix their credit.
- Budgeting
- Loss Mitigation (Foreclosure) Counseling for clients that are facing foreclosure
- Affordability Analysis (can give client an idea of whether or not they can afford to purchase a house and if so, how much of a house)
- HECM Counseling (Reverse Mortgage Counseling)

*Rehabilitation*

- Weatherization Services (includes energy efficiency measure and blown insulation into the home)  
**\*\*ONE YEAR WAITING LIST AND MUST QUALIFY UNDER INCOME GUIDELINES\*\***
- Commercial Façade Program offered to businesses in our service area for EXTERIOR repairs such as signage, windows etc. client must put in 50%, contact NHS AFTER contacting BERCC. We will then consider a loan of up to \$5,000 at 5% interest rate with a secured position.
- South Park Revitalization Initiative Commercial Façade Grant. (details to be announced)

**Address:** 1937 South Park Ave.  
Buffalo, NY 14220

**Phone Number:** (716) 823-3630

**Fax Number:** (716) 823-2967

**Email:** [info@nhssouthbuffalo.org](mailto:info@nhssouthbuffalo.org)

**Administrative Contact:**

**Website Address:** [www.nhssouthbuffalo.org](http://www.nhssouthbuffalo.org)

**Eligibility:**

**Hours:** Monday - Friday (8 am - 6pm)

**Fees:** The only fees charged in connection with any counseling is a \$25 fee for a credit report and filing fees as put forth by the County Clerks office.

**Areas Served:**

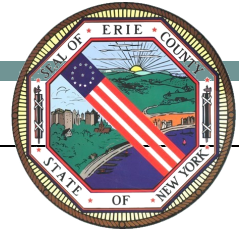
**Length of Program:**



<b>Program Name:</b> Weatherization Assistance (Supportive Services Corporation)	
<b>Services Provided:</b> Weatherization assistance providers can assist eligible homeowners and owners of rental properties with measures to improve energy efficiency including: <ul style="list-style-type: none"><li>- an energy audit of the home to identify specific needs;</li><li>- weatherstripping and caulking around doors and windows;</li><li>- cleaning, testing, repairs, or replacement of heating systems;</li><li>- replacement or repair of storm windows;</li><li>- replacement or repair of broken windows and/or outside doors;</li><li>- addition of insulation to walls or ceilings;</li><li>- mitigation of health and safety concerns, in particular assure that all dwelling units receive smoke detectors and carbon monoxide detectors.</li></ul>	
<b>Address:</b>	201 St. Mary's Street Lancaster, NY 14086
<b>Phone Number:</b>	(716) 685-6252
<b>Fax Number:</b>	(716) 685-2601
<b>Email:</b>	wx@supportiveservices.org      supportiveservices@verizon.net
<b>Administrative Contact:</b> Daniel Wojcik	
<b>Website Address:</b>	www.supportiveservices.org
<b>Eligibility:</b> Individuals / Families - living in Erie County, outside of Buffalo - must meet income guidelines	
<b>Hours:</b> Monday - Friday (8 am-4 pm)	
<b>Fees:</b> No Fees	
<b>Areas Served:</b> All of Erie County except the City of Buffalo	
<b>Length of Program:</b>	



<b>Program Name:</b> Weatherization Program Erie County Weatherization Referral and Packaging Program	
<b>Services Provided:</b> Assists eligible homeowners with application and referral to local Weatherization contractors who are under contract with State to provide Weatherization Assistance Program services to EC residents. Weatherization includes insulation of homes, weather stripping, caulking of windows and doors, testing of heating equipment, other minor repairs needed to ensure energy efficiency. Packaging component assists clients with knowledge of other available programs and services including HEAP and Last Resort.	
<b>Address:</b>	291 Pearl Street 1 <sup>st</sup> Floor Buffalo NY 14202
<b>Phone Number:</b>	Head of Household under 60 years of age: (716) 858-2634 Head of Household 60 or older: (716) 858-8526
<b>Fax Number:</b>	(716) 858-6765
<b>Email:</b>	Under 60:francep@erie.gov 60+: machelor@erie.gov
<b>Administrative Contact:</b>	Randolf Machelor <i>Erie County Weatherization Program Coordinator</i>
<b>Website Address:</b>	
<b>Eligibility:</b> HEAP eligible home owners and renters. Erie County Senior Services Case Management assists clients with necessary documentation. For under 60 clientele, Erie County HEAP-Weatherization workers assist clientele with process.	
<b>Hours:</b> Monday - Friday (8 am-4 pm)	
<b>Fees:</b> No Fees	
<b>Areas Served:</b> Erie County	
<b>Length of Program:</b> Ongoing	



**Program Name:** Erie County Department of Social Services,  
Homeless, and Emergency Services Team

**Services Provided:** The Department provides...

- placement services for homeless individuals and families
- assistance to prevent eviction / foreclosure
- assistance to prevent utility shut-off / restore utility service
- security agreements and moving assistance

**Address:** 158 Pearl Street  
1st floor  
Buffalo, NY 14202

**Phone Number:** (716) 858-8000

**Fax Number:**

**Email:**

**Administrative Contact:** Barbara Farr

**Website Address:** [www.erie.gov/depts/socialservices](http://www.erie.gov/depts/socialservices)

**Eligibility:** Depends on the program the client is applying for

**Hours:** Monday - Friday (8 am-4 pm)

**Fees:** Assistance may be in the form of a grant or a loan

**Areas Served:** Erie County

**Length of Program:**





<b>Program Name:</b> Last Resort Program	
<b>Services Provided:</b> Assists eligible homeowners with energy related repairs to their homes including but not limited to: Repair/Replacement of inefficient windows and doors, roof repairs when needed to stop heat loss and prevent damage to insulation, repair or replacement of broken hot water tanks, repairs to essential heating equipment (for items not covered by HEAP Heating Equipment Repair and Replacement Program) including needed duct work, natural gas line repair/replacement. Removal of asbestos when needed to clear way for furnace repair/replacement. Interior remodeling when needed to clear way for standard Weatherization.	
<b>Address:</b>	291 Pearl Street 1 <sup>st</sup> Floor Buffalo NY 14202
<b>Phone Number:</b>	Head of Household under 60 years of age: (716) 858-2634 Head of Household 60 or older: (716) 858-8526
<b>Fax Number:</b>	(716) 858-6765
<b>Email:</b>	Under 60:francep@erie.gov    60+: machelor@erie.gov
<b>Administrative Contact:</b>	Randolf Machelor <i>Erie County Weatherization Program Coordinator</i>
<b>Website Address:</b>	
<b>Eligibility:</b> HEAP eligible home owners with inadequate financial resources to address needed energy related home repairs. For 60+ clients, Erie County Senior Services Case Management assists clients with necessary documentation including need for 3 estimates from area contractors. For under 60 clientele Erie County HEAP-Weatherization workers assist clientele with estimates, etc.	
<b>Hours:</b> Monday - Friday (8 am-4 pm)	
<b>Fees:</b> No Fees	
<b>Areas Served:</b> Erie County	
<b>Length of Program:</b> Ongoing	



**Program Name:** Heart of the City Neighborhoods, Inc.

**Services Provided:** Housing Advocacy; Bi-weekly Ellicott District Liaison at housing court hearings. Assist area home owners with grants and low interest loan programs when available. Acquire and completely renovate vacant dilapidated home in the lower west side. Then resale them to income qualified homebuyers. See brochure for additional details. Sponsor for the Annual West Side Housing Summit. There, residents are given free attendance to workshops on minor home repair techniques, weatherization, first time homeownership, and financial literacy. Host community forums where residents have the opportunity to reclaim their neighborhoods. To improve the quality of life within the community and discuss topics of mutual concerns, such as safety, crime, and the beautification of their neighborhood.

**Address:** 42 Plymouth Avenue  
Buffalo, NY 14201

**Phone Number:** (716) 882-7661

**Fax Number:** (716) 882-7662

**Email:** heartofthecity@verizon.net

**Administrative Contact:** Stephanie Simeon, *Executive Director*

**Website Address:** www.hocn.org

**Eligibility:** Varies depending upon the product the customer is looking to receive. They must inquire within.

**Hours:** Monday - Friday (9 am - 5 pm)

**Fees:** No Fees

**Areas Served:** The Lower West Side or residents of the 14201 zip code.

**Length of Program:**



<b>Program Name:</b>	<b>Home Energy Assistance Program (HEAP)</b>
<b>Services Provided:</b>	Federally funded, National Energy Policy Program designed to assist homeowners with the costs of heating their homes. Complete program guidelines and eligibility requirements can be found by calling the HEAP hotline. Assistance is in the form of benefit payments that are sent directly to heat and/or electric companies, and show up as a credit on those accounts.
<b>Address:</b>	478 Main Street 1st Floor Buffalo, NY 14202
<b>Phone Number:</b>	716-858-7644
<b>Fax Number:</b>	n/a
<b>Email:</b>	n/a
<b>Administrative Contact:</b>	James Panczykowski, Erie County Energy Programs Director
<b>Website Address:</b>	<a href="http://www.erie.gov">www.erie.gov</a> - follow link to Dept of Social Services site
<b>Eligibility:</b>	Based on monthly income and other factors.
<b>Hours:</b>	Monday - Friday 7:30am-5:00pm
<b>Fees:</b>	none
<b>Areas Served:</b>	Erie County
<b>Length of Program:</b>	Seasonal: Program opens in November and closes when funds are exhausted, usually April or May.



<b>Program Name:</b> West Side / Black Rock Riverside Neighborhood Housing Agencies	
<b>Services Provided:</b> - Provides emergency loans (furnace, water lines, etc.)  - Also provides full rehabilitation loans for help in bringing the house to code.	
<b>Address:</b> 359 Connecticut Street Buffalo, NY 14213	
<b>Phone Number:</b>	WS - (716) 885-2344      BRR - (716) 877-3910
<b>Fax Number:</b>	WS - (716) 885-2346      BRR - (716) 877-3912
<b>Email:</b>	jsands@brnhs.techwny.com
<b>Administrative Contact:</b> Julie Sands Anthony Schus	
<b>Website Address:</b>	www.wsnhs.org
<b>Eligibility:</b> - owner occupied home - homeowner insurance - all taxes, water bills, etc. up to date	
<b>Hours:</b> WS: Monday - Thursday (8 am - 6 pm) BRR: Tuesday - Friday (8 am - 6 pm)	
<b>Fees:</b> \$100 <sup>.00</sup> application	
<b>Areas Served:</b> City of Buffalo - most of Main Street	
<b>Length of Program:</b>	



**Program Name:** New Buffalo Impact

**Services Provided:** New Buffalo Impact provides...

- Whole Home Performance Energy Audits
- Air Sealing
- Doors
- Hot Water Tanks
- Energy Star Lighting
- Insulation
- Windows
- Heating Systems
- Energy Star Appliances

**Address:** 34 Peuquet Parkway  
Tonawanda, New York 14150

**Phone Number:** (716) 881-1477

**Fax Number:** (716) 694-8109

**Email:** info@newbuffaloimpact.com

**Administrative Contact:** Susan Routhier / Lynne Haynes

**Website Address:** www.newbuffaloimpact.com

**Eligibility:** Everyone is eligible for the measures we provide. In addition we are a contractor for various programs that are offered to low income and moderate income households. Each customer would have a needs assessment and if income qualified would be enrolled in the program that best fits their needs.


**Hours:** Monday - Friday (8:00 am-4:30 pm)

**Fees:** Varies depending on services received

**Areas Served:** Western New York

**Length of Program:**



<b>Program Name:</b> Buffalo ReUse	
<b>Services Provided:</b> Buffalo ReUse performs Green Demolitions, taking down vacant houses, barns, garages or other structures in such a way that they are able to salvage what material is reusable, and then re-sell it at a lower price. Salvaged building material - anything from brick, wood, foundation stone, tubs, sinks, to light fixtures and door knobs – is sold at the ReSource, located on Buffalo's East Side. We will also come pick up old materials, cabinets, doors, windows, etc, from your house and you can get a tax break for your charitable donation! The profit from the store funds our social mission, which includes vacant lot reclamation, community gardens, free workshops, and a tool lending library.	
<b>Address:</b> 298 Northampton St Buffalo, NY 14208	
<b>Phone Number:</b> (716) 882-2800	
<b>Fax Number:</b> (716) 885-4131	
<b>Email:</b> info@buffaloreuse.org	
<b>Administrative Contact:</b> Michael Gainer	
<b>Website Address:</b> www.buffaloreuse.org	
<b>Eligibility:</b>	
<b>Hours:</b> Tuesday - Saturday (10 am - 6 pm) Sunday (12 - 4 pm) Closed Mondays	
<b>Fees:</b>	
<b>Areas Served:</b> Western New York	
<b>Length of Program:</b>	



**Program Name:** Habitat for Humanity (Buffalo)

**Services Provided:** - Habitat for Humanity provides single-family homes to low-income families at a low cost. Habitat holds the mortgage and charges NO interest on the mortgage.

- Habitat also operates a thrift store ("the ReStore") which offers new and gently used furniture, building materials, appliances, etc. at deeply discounted prices.

**Address:** 995 Kensington 501 Amherst St  
Buffalo, NY 14215 Buffalo NY 14207  
(Office) (Restore)

**Phone Number:** Office: (716) 204-0740 ReStore: (716) 852-6607

**Fax Number:** (716) 204-0742

**Email:** execdirector@habitatbuffalo.org plumb@buffalo.edu

**Administrative Contact:** David Zabloutny, *Executive Director* (716) 204-0740  
Ron Talboys, *President* (716) 741-3079  
Marge Plumb, *Vice-President* (716) 839-3053

**Website Address:** www.habitatbuffalo.org

**Eligibility:** - Need for decent family housing  
- Financial ability to manage mortgage payments in addition to other living expenses  
- Willingness to put in the required "sweat equity" hours

**Hours:**

**Fees:** None (Families who become home owners put in "sweat equity hours" helping to build houses)

**Areas Served:** Houses: Buffalo and Lackawanna  
ReStore: Erie County and Niagara County

**Length of Program:**



<b>Program Name:</b>	<b>Asthma Response Team - Health Neighborhoods Program</b> Erie County Department of Health
<b>Services Provided:</b>	Free assistance to Erie County residents with mild to moderate asthma for the purpose of asthma trigger reduction in the home. Visit includes a home asthma trigger assessment (dust, dust mites, mold, pet dander, etc.), informational packet (trigger identification chart, asthma action plan, etc.), and trigger reduction products (mattress covers, pillow covers, cleaning supplies, pet dander control products, etc.). Program participants are required to participate in a six (6) month follow up visit.
<b>Address:</b>	503 Kensington Avenue Buffalo, NY 14214
<b>Phone Number:</b>	(716) 961-6800
<b>Fax Number:</b>	(716) 961-6880
<b>Email:</b>	
<b>Administrative Contact:</b>	Timothy Bean, <i>Investigating Public Health Sanitarian and Asthma Educator</i>
<b>Website Address:</b>	<a href="http://www.erie.gov/health">www.erie.gov/health</a>
<b>Eligibility:</b>	<ul style="list-style-type: none"><li>- Mild to moderate asthmatics who visit doctor or emergency room at least one time a month (children or adults)</li><li>- Erie County residents</li></ul>
<b>Hours:</b>	Monday - Friday (8:30 am-4:30 pm)
<b>Fees:</b>	No Fees
<b>Areas Served:</b>	Erie County
<b>Length of Program:</b>	Ongoing





**Program Name:**    **Healthy Neighborhoods Program (HNP)**  
Erie County Department of Health

**Services Provided:** Free assistance to City of Buffalo residents to prevent and eliminate home based health and safety hazards. In-home visit includes home safety survey, information packet, and safety products (smoke detectors, CO detectors, night lights, child safety products, radon testing, etc.). The program selects neighborhoods to canvas door-to-door, offering assistance. Appointments can be made by contacting the Department of Health at (716) 961-6800.

Presentations are available to community-based organizations, faith-based groups, block clubs, etc. and can be scheduled by contacting (716) 961-6810.

**Address:**            503 Kensington Avenue  
Buffalo, NY 14214

**Phone Number:**    (716) 961-6800

**Fax Number:**        (716) 961-6880

**Email:**

**Administrative Contact:** Gregory Jacobs,  
*Supervising Public Health Sanitarian*

**Website Address:**        [www.erie.gov/health](http://www.erie.gov/health)

**Eligibility:**    City of Buffalo resident

**Hours:**    Monday - Friday (8:30 am-4:30 pm)

**Fees:**    No Fees

**Areas Served:**    City of Buffalo

**Length of Program:**    Ongoing



**Program Name:** SAFE (Smoke Alarms For Every Home)  
Home Foundation

**Services Provided:** The National S.A.F.E. Foundation, Inc. "Children's Fire & Burn Fund" is a 501 c (3) non-profit organization supporting fire educators and public educators, in community fire safety and prevention efforts. Since February 1990, over 500,000 smoke alarms have been provided to the parents of newborns, preschool and grade school children, the disabled, deaf and hard of hearing, senior citizens and the general public through our Associate Members in over 300 communities in 43 states.

**Address:** 1333 Strad Avenue  
N. Tonawanda, NY 14120

**Phone Number:** (716) 692-8744

**Fax Number:** (716) 692-8755

**Email:** info@burn-fund.org

**Administrative Contact:** Daniel Moran

**Website Address:** www.burn-fund.org

**Eligibility:**

**Hours:**

**Fees:**

**Areas Served:**

**Length of Program:**



**Program Name:** Access to Home Program

**Services Provided:** The Access to Home Program provides financial assistance to property owners to make dwelling units accessible for low- and moderate income persons with disabilities. Providing assistance with the cost of adapting homes to meet the needs of those with disabilities will enable individuals to safely and comfortably continue to live in their residences and avoid institutional care.

**Address:** 535 Washington Street  
Electric Tower, Suite 105  
Buffalo, NY 14203

**Phone Number:** (716) 847-7955

**Fax Number:** (716) 847-3244

**Email:**

**Administrative Contact:** Peggy Evans

**Website Address:** [www.dhcr.state.ny.us/Programs/AccessToHome/](http://www.dhcr.state.ny.us/Programs/AccessToHome/)

**Eligibility:**

- the household must include an occupant that has a permanent physical disability or has substantial difficulty with an activity of daily living because of aging
- the dwelling unit must be the occupant's primary residence or will be the occupant's primary residence after modifications are completed
- the household income must not exceed 80 percent of area median income (AMI), adjusted for household size (or the household income does not exceed 120 percent of AMI, adjusted for household size, if the household includes a disabled veteran).

**Hours:** Monday - Friday (9am - 5pm)

**Fees:** Loans to homeowners will be up to 100% of the total cost of the adaptations to a maximum of \$25,000. Loans will be at 0% interest with payments deferred on the condition the customer resides in the modified residence. The entire loan will be forgiven at the end of a regulatory period of up to five years.

**Areas Served:** New York State

**Length of Program:** Continuous



**Program Name:** Legal Services for the Elderly, Disabled,  
or Disadvantaged of WNY, Inc.

**Services Provided:** LSED is a not-for-profit human service agency incorporated in 1978 to provide specialized, free civil legal services to elderly people in the community of Western New York. Under the health care program, LSED seeks to ensure access to adequate health care by handling appeals and questions regarding Medicare, Medicaid, prescription drug coverage, private health insurance, home health care, long term care insurance, and patients' rights. The goal of LSED's housing program is to help clients avoid homelessness by defending them in evictions, tax and mortgage foreclosure proceedings, and predatory lending schemes. LSED also represents elderly homeowners in the City of Buffalo faced with housing code violations and assist those clients in obtaining grant money to make the necessary repairs

**Address:** 237 Main Street  
Suite 1015  
Buffalo, NY 14203

**Phone Number:** (716) 853-3087

**Fax Number:** (716) 856-5317

**Email:**

**Administrative Contact:**

**Website Address:** [www.lsed.org](http://www.lsed.org)

**Eligibility:** Most services are provided to individuals over the age of sixty (60). However, some services are also provided to younger, disabled, and low-income individuals as funding allows.

**Hours:** Monday - Friday (9 am - 5 pm)

**Fees:** No Fees

**Areas Served:** Entire Erie County and many surrounding counties (see website for complete list)

**Length of Program:**

**Program Name: Belmont Housing Resources for WNY****Services Provided:**

- Housing Resource Center
- Post-Purchase Homebuyers education
- One-on-one Budget/Credit Counseling
- Affordable Housing and Tax Credit Property Management for Seniors/Multi Family
- Development of Affordable New Homes for purchase.
- Section 8 Rental Assistance
- First time Homebuyer counseling
- Foreclosure Prevention
- Financial Education Workshops

**Address:** 1195 Main Street  
Buffalo, NY 14209  
(Main Office)

33 Spruce Street  
N. Tonawanda, NY 14120

174 Main Street  
Hamburg, NY 14075

**Phone Number:** (716) 884-7791

**Fax Number:** (716) 884-8026

**Email:**

**Administrative Contact:**

**Website Address:** [www.belmonthousingwny.org](http://www.belmonthousingwny.org)

**Eligibility:** Program eligibility varies from low to moderate income qualifications and vary by program.

**Hours:** Monday - Friday (9 am - 5 pm)

**Fees:**

**Areas Served:** Erie County and the City of North Tonawanda

**Length of Program:**



**Program Name:** Buffalo Urban Renewal Agency

**Services Provided:** The BURA's purpose includes the general planning and operation of various urban renewal programs designed to prevent or eliminate blight and deterioration in the City of Buffalo. The agency also offers continued support of the rejuvenation of inner-city neighborhoods through restoration efforts, educational programming, and safety agendas. It works towards keeping area neighborhoods drug and crime free through the use of Clean Sweeps; sweeps also to contain greater interdepartmental involvement.

**Address:** 65 Niagara Square  
Buffalo, NY 14202

**Phone Number:** (716) 842-6923

**Fax Number:** (716) 851-5168 (*3<sup>rd</sup> floor*) (716) 854-0172 (*9<sup>th</sup> floor*)

**Email:**

**Administrative Contact:**

**Website Address:** General Website - [www.city-buffalo.com](http://www.city-buffalo.com) (BURA)

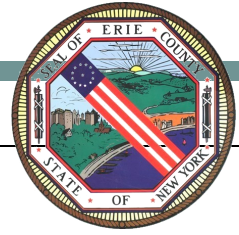
**Eligibility:** Housing and Urban Development (HUD) income guidelines

**Hours:** Monday - Friday (8 am-5 pm)

**Fees:**

**Areas Served:** City of Buffalo

**Length of Program:**



**Program Name:** Erie County Department of Environment and Planning - Community Development and Housing

**Services Provided:** The Planning Division administers the Erie County Community Development Block Grant and HOME Investment Partnership Consortia. These comprise thirty-four and thirty-seven communities respectively in the County that have banded together to receive federal funds. These monies are used for a variety of community planning/improvements, housing rehabilitation activities, and economic development programs.

**Address:** Edward A. Rath County Office Building  
95 Franklin Street, 10th Floor  
Buffalo, New York 14202

**Phone Number:** (716) 858-8390

**Fax Number:** (716) 858-7248

**Email:** [dearingt@erie.gov](mailto:dearingt@erie.gov)

**Administrative Contact:** Thomas J. Dearing - *Community Planning Coordinator*

**Website Address:**  
[www.erie.gov/environment/planning\\_ecdev/communitydev\\_housing.asp](http://www.erie.gov/environment/planning_ecdev/communitydev_housing.asp)

**Eligibility:** Depends on program

**Hours:** Monday - Friday (8:30 am-4:30 pm)

**Fees:**

**Areas Served:** Depends on program

**Length of Program:**



**Program Name:** Department of Assessment and  
Taxation Exemption Office

**Services Provided:**

- Senior Exemptions
- Veteran Exemptions
- Business Exemptions
- Basic STAR
- Charitable Exemptions

(not for profit)

**Address:** 105 City Hall  
Buffalo, NY 14202

**Phone Number:** (716) 851-4374

**Fax Number:** (716) 851-5730

**Email:** mgarozzo-payne@city-buffalo.com

**Administrative Contact:**

**Website Address:** www.city-buffalo.com

**Eligibility:** - Seniors must be 65 years or older and meet the income guidelines  
- Veterans must have DD-214 and Honorable Discharge

Deadline for ALL exemptions is December 1<sup>st</sup>

**Hours:** September through June ... Monday - Friday (8:30 am-4:30 pm)  
June and July ... Monday - Friday (8:30 am-4:00 pm)

**Fees:** No Fees

**Areas Served:** City of Buffalo

**Length of Program:** All Senior Exemptions must renew annually





**Program Name:** Homefront, Inc.

**Services Provided:** Homefront, Inc. provides the following services:

- Free Homebuyer Information sessions
- Financial Education
- Enrollment in Savers Club
- Homeowner Counseling
- Individual Pre-purchase Counseling
- Down Payment & Closing Cost Assistance
- Foreclosure Prevention Counseling
- Maintenance Seminars

**Address:** 560 Delaware Avenue  
Buffalo, New York 14202

**Phone Number:** (716) 856-2952

**Fax Number:** (716) 856-4639

**Email:** jovino@homefrontbflo.org

**Administrative Contact:** Jovino Morales

**Website Address:** www.homefrontbflo.org

**Eligibility:** Depends on the program

**Hours:** Monday - Friday (9 am-5 pm)

**Fees:** \$20.00 for credit report including credit scores  
\$125.00 for an intensive Homebuyer Education Class

**Areas Served:** Erie County

**Length of Program:**



<b>Program Name:</b>	<b>Kensington-Bailey Neighborhood Housing Services, Inc.</b>
<b>Services Provided:</b>	Provides assistance to homeowners for owner occupied rehabilitation and homeowner education
<b>Address:</b>	995 Kensington Ave. Buffalo, NY 14215
<b>Phone Number:</b>	(716) 836-3600
<b>Fax Number:</b>	(716) 836-3686
<b>Email:</b>	m.fratello@uhcda.org
<b>Administrative Contact:</b>	Melissa Fratello
<b>Website Address:</b>	www.uhcda.org
<b>Eligibility:</b>	Individuals who meet federal, state, and/or county and city guidelines
<b>Hours:</b>	Monday - Friday (9 am-5 pm)
<b>Fees:</b>	
<b>Areas Served:</b>	University District and parts of Delaware District
<b>Length of Program:</b>	



**Program Name:** People United for Sustainable Housing, Inc  
(P.U.S.H.)

**Services Provided:** PUSH provides environmentally sustainable and affordable rental housing opportunities. PUSH is rooted in the needs and aspirations of low-income people of all backgrounds living on the West Side. PUSH helps communities by providing referrals to remediate problematic conditions.

**Address:** 271 Grant Street  
Buffalo, NY 14213

**Phone Number:** (716) 884-0356

**Fax Number:** (716) 884-0358

**Email:** aaron@pushbuffalo.org      eric@pushbuffalo.org

**Administrative Contact:** Tamar Rothaus (716-884-0356)

**Website Address:** www.pushbuffalo.org

**Eligibility:**

**Hours:** Phone Hours: Monday - Friday (9 am - 8 pm)  
Office Hours: Monday - Friday (3 pm - 7 pm)

**Fees:**

**Areas Served:** West Side of Buffalo

**Length of Program:**



<b>Program Name:</b> <b>Rehabilitation Loan Program</b>	
<b>Services Provided:</b> The Housing Rehabilitation Loan Program allows low- and moderate-income homeowners to make essential repairs now, and at affordable costs.  The Program takes the worry out of home repairs because our experienced staff is available to advise you at no cost!	
<b>Address:</b>	Edward A. Rath County Office Building 95 Franklin Street, Room 1053 Buffalo, New York 14202
<b>Phone Number:</b> (716) 858-7490	
<b>Fax Number:</b>	
<b>Email:</b>	
<b>Administrative Contact:</b> Robert Kilduff	
<b>Website Address:</b> <a href="http://www.erie.gov/environment/planning_ecdev/communitydev_housing.asp">www.erie.gov/environment/planning_ecdev/ communitydev_housing.asp</a>	
<b>Eligibility:</b> - the property must be located within one of the participating communities - the property must be an owner-occupied, one to four-family house. - all households must have adequate hazard insurance, and, where applicable, flood insurance. - the gross annual household income, which is based on household size, must not exceed the income guidelines	
<b>Hours:</b> Monday - Friday (8:30 am-4:30 pm)	
<b>Fees:</b> Financial assistance is provided in the form of : <b>Standard Repayable Loans</b> - repayment is expected to be completed in one to fifteen years, depending on the size of the loan. (Loan repayments begin 30 days after completion of the work). <b>Deferred Loans Repayment</b> - deferred for low-income households. The loan must be repaid upon sale or transfer in ownership of the house. Loans are issued at fixed interest rates of 0% or 3%, depending on income.	
<b>Areas Served:</b> <i>VILLAGES</i> -Alden, Akron, Angola, Depew, East Aurora, Farnham, Gowanda, Lancaster, North Collins, Orchard Park, and Springville <i>TOWNS</i> - Alden, Aurora, Boston, Brant, Clarence, Colden, Collins, Concord, Eden, Elma, Evans, Grand Island, Holland, Lancaster, Marilla, Newstead, North Collins, Orchard Park, Sardinia, Wales, and West Seneca <i>CITIES</i> - Lackawanna and Tonawanda	
<b>Length of Program:</b>	



**Program Name:** Ways to Work Loan Program  
(Child & Family Services)

**Services Provided:** Child & Family Services Ways To Work Loan Program offers small loans to low-income families who do not qualify for conventional loans. Our loans are designed to help you keep your job and/or complete your schooling. By repaying the loan in a timely fashion, you can establish a sound credit history and be able to access conventional lines of credit in the future. We also offer educational programs to help you set and reach your financial goals.

**Address:** 844 Delaware Avenue  
Buffalo, NY 14209

**Phone Number:** (716) 335-7400 Toll-Free: 1-866-269-1587

**Fax Number:** (716) 882-7283

**Email:**

**Administrative Contact:**

**Website Address:** [www.cfsbny.org/programs/Other/wtw.aspx](http://www.cfsbny.org/programs/Other/wtw.aspx)

**Eligibility:** You qualify for a loan if you are ...

- a resident of Erie County
- an involved parent of a dependent child
- not eligible for conventional credit or unable to borrow from a bank, savings and loan, or a credit union
- able to repay the loan
- employed at least 20 hours a week for six months or longer at your current job, or enrolled in a post-secondary education program such as college or trade school and have completed nine credits in the immediate preceding term and are enrolled in nine credits the current term

**Hours:** Monday - Friday (9 am-5 pm)

**Fees:** \$20.00 for a consultation with a loan counselor

**Areas Served:** Erie County and Wyoming County

**Length of Program:**



<b>Program Name:</b>	<b>Foreclosure Prevention Project</b>
<b>Services Provided:</b>	FPP provides assistance for people facing foreclosure due to defaulting on mortgage payments
<b>Address:</b>	237 Main Street Buffalo, NY 14203
<b>Phone Number:</b>	(716) 853-9555
<b>Fax Number:</b>	(716) 853-3219
<b>Email:</b>	
<b>Administrative Contact:</b>	Lisa Gradasevic, <i>Chief Attorney of Civil Legal Services Unit</i>
<b>Website Address:</b>	<a href="http://www.legalaidbuffalo.org">www.legalaidbuffalo.org</a>
<b>Eligibility:</b>	Any person that will face or is facing foreclosure
<b>Hours:</b>	Monday - Friday (8:30 am-4:30 pm)
<b>Fees:</b>	No Fees
<b>Areas Served:</b>	All 8 Judicial District Counties
<b>Length of Program:</b>	August 2007 - present



**Program Name:** Housing Opportunities Made Equal, Inc. (HOME)

**Services Provided:**

- FREE and confidential counseling on fair housing law and landlord/tenant law
- FREE and confidential counseling for discrimination complaints including free attorneys when the case is tried
- mobility counseling to help people move into the housing and community of their choice. Security deposit assistance for Section 8 participants
- free educational presentations on fair housing and landlord/tenant law

**Address:** 700 Main Street  
3rd Floor  
Buffalo, NY 14202

**Phone Number:** (716) 854-1400

**Fax Number:** (716) 854-1140

**Email:** gmckenzie@homeny.org

**Administrative Contact:** Grace McKenzie, *Education Coordinator*

**Website Address:** www.homeny.org

**Eligibility:** No income requirements. We help everyone in Western New York with our FREE and confidential services

**Hours:** Monday - Friday (9 am - 5pm)  
Counseling available Monday - Friday (9 am - 1 pm)

**Fees:** No fees. All services are free and confidential.

**Areas Served:** All of Western New York (Erie and Niagara Counties and the 5 adjoining counties)

**Length of Program:**



<b>Program Name:</b>	<b>Legal Aid Bureau of Buffalo, Inc.</b>
<b>Services Provided:</b>	The Legal Aid Bureau of Buffalo, Inc., is a charitable not-for-profit corporation founded in 1912 by community leaders to provide legal representation and advice to the poor of our community. The Bureau offers both civil representation and criminal defense services to residents of Erie County who cannot afford a private attorney.
<b>Address:</b>	237 Main Street Suite 1602 Buffalo, NY 14203
<b>Phone Number:</b>	(716) 853-9555
<b>Fax Number:</b>	(716) 853-3219
<b>Email:</b>	webmaster@legalaidthbuffalo.org
<b>Administrative Contact:</b>	
<b>Website Address:</b>	www.legalaidthbuffalo.org
<b>Eligibility:</b>	Determined by income level relative to size of family.
<b>Hours:</b>	Monday - Friday (8:30 am-4:30 pm)
<b>Fees:</b>	No Fees
<b>Areas Served:</b>	Western New York
<b>Length of Program:</b>	Continuous





**Program Name:** Neighborhood Legal Services, Inc.

**Services Provided:** Neighborhood Legal Services, Inc., (NLS), is a private, non-profit agency, founded in 1976. NLS can help you with public benefits, disability law, housing, family law, and additional services such as the domestic violence project, assistance technology, and advocacy projects.

**Address:** 237 Main Street  
4th Floor  
Buffalo, NY 14203

**Phone Number:** (716) 847-0650

**Fax Number:** (716) 847-0227

**Email:**

**Administrative Contact:**

**Website Address:** [www.nls.org](http://www.nls.org)

**Eligibility:** Services are provided **FREE** to financially eligible persons who reside in Erie County. In some matters clients are required to pay court costs (usually no more than \$70.00).

In some cases our Disability Law Unit will represent persons in counties outside of Erie County.

**Hours:** *Housing, Family, and Public Benefits ... Monday - Friday (9 am)*  
*Disability ... Monday - Friday (9 am-4:30 pm)*  
*SSI and/or SSD Denials ... Monday, Wednesday, and Friday (9 am)*

**Fees:** No Fees

**Areas Served:** Erie County

**Length of Program:**



**Program Name:** Volunteer Lawyers Project  
(Erie County Bar Association)

**Services Provided:** The VLP is a not for profit corporation which provides free civil legal services to low income individuals and small not-for-profit groups in Erie County. VLP provides these important services by utilizing both its staff and volunteers to represent clients. VLP opens approximately 3,000 cases each year. In addition, VLP provides information and referral service over the telephone to about 2,000 more people per year.

Clients are not seen without an appointment - Please call (716) 847-0662 ext. 324 to schedule one

**Address:** 237 Main Street  
Suite 1000  
Buffalo, NY 14203

**Phone Number:** (716) 847-0662

**Fax Number:** (716) 847-0307

**Email:** see website for lawyers' email addresses

**Administrative Contact:**

**Website Address:** [www.ecbavlp.com](http://www.ecbavlp.com)

**Eligibility:** Potential clients must be income and asset eligible

**Hours:** Monday - Friday (9 am-5 pm)

**Fees:** No Fees

**Areas Served:** Erie County

**Length of Program:**



# Community-Based Housing Organizations

**Broadway-Fillmore Neighborhood Housing Services, Inc.** . . . (716) 852-3130

Service Area: Fillmore 780 Fillmore Ave.  
Buffalo, NY 14212

**Citizens Alliance, Inc.** . . . . . (716) 597-0262

Service Area: Delavan-Grider 836 Delavan Ave.  
Buffalo, NY 14215

**Ellicott District Community Development, Inc.** . . . . . (716) 856-3262

Service Area: Emslie-Johnson 644 William St.  
Buffalo, NY 14206

**Fillmore-Leroy Area Residents, Inc.** . . . . . (716) 838-6740

Service Area: Fillmore-Leroy 307 Leroy Ave.  
Buffalo, NY 14214

**Hispanos Unidos De Buffalo, Inc.** . . . . . (716) 856-7110

Service Area: Lower Westside 254 Virginia St.  
Buffalo, NY 14201

**Kensington-Bailey Neighborhood Housing Services, Inc.** . . . (716) 836-3600

Service Area: Kensington-Bailey 995 Kensington Ave.  
Buffalo, NY 14215

<b>Lackawanna Housing Development Corporation</b>	. . . (716) 823-5124
Service Area: First and Second Wards	640 Ridge Rd. Lackawanna, NY 14218
<b>Neighborhood Housing Services of South Buffalo, Inc.</b>	. . . (716) 823-3630
Service Area: South Buffalo	1937 South Park Ave. Buffalo, NY 14220
<b>Neighborworks Home Resources</b>	. . . . . (716) 373-4100
Service Area: Southern Erie County	209 North Union St. Olean, NY 14760
<b>Old 1st Ward Community Association Inc.</b>	. . . . . (716) 856-8613
Service Area: Old First Ward	62 Republic St. Buffalo, NY 14204
<b>Seventy-Eight Restoration Corporation</b>	. . . . . (716) 884-0815
Service Area: Masten Park Neighborhood	38 Emerson Pl. Buffalo, NY 14209
<b>Southtowns Rural Preservation Company, Inc.</b>	. . . . . (716) 941-5787
Service Area: Southern Erie County	9441 Boston State Rd. (PO Box #153) Boston, NY 14025
<b>West Side Community Collaborative</b>	. . . . . (716) 603-9762
Service Area: Middle West Side	414 Richmond Ave. Buffalo, NY 14222
<b>West Side Neighborhood Housing Services, Inc.</b>	. . . . . (716) 885-2344
Service Area: West Side	359 Connecticut St. Buffalo, NY 14213



## Town-Based Housing Organizations



Town of Amherst Housing Rehabilitation . . . . .	(716) 631-7050
Town of Cheektowaga Housing Rehabilitation . . . . .	(716) 897-7200
Town of Hamburg Department of Community Development .	(716) 648-6216
Town of Tonawanda Housing Rehabilitation . . . . .	(716) 871-8847

## Abandoned Vehicles

City of Buffalo Parking Enforcement. . . . .	(716) 851-5661
Riverside Towing . . . . .	(716) 825-5578

(For removal of abandoned cars from private property, free of charge, by property owner. Property owner does not need title, but must sign permission slip.)



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